

Marked To Show Changes

IEX TotalView - [Management Units]

File Edit View Special Skill BU Call Type/Team MU Report Admin Tool VP Window Help

State of the Art Call Center

MU Definition Agent Groups Parameters Fairness **Preferences** Limit Positions

☒ Force Start Outside of MU Hours
☒ Force First Preferred Start
☐ Preference Across Skill Groups

Select	Preference	Priority
<input checked="" type="checkbox"/>	Number of Days to Work	1
<input checked="" type="checkbox"/>	Day Off Patterns	2
<input checked="" type="checkbox"/>	Tour Group Member and Number of Days to Work Member	3
<input checked="" type="checkbox"/>	Days of the Week to Work per Tour Group Member	4
<input checked="" type="checkbox"/>	Start Time	5
<input checked="" type="checkbox"/>	Start Time Consistency	6

13.2
13.4
13.6
13.8
14.0
14.2

12:23 pm Link 27 Up

130

FIG. 1

Redrawn

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Agent Preferences

Preferences Start Times Lunch Times Days Off Fairness Custom

☒ Use Custom Preference Priority

Select	Preference	Priority
<input checked="" type="checkbox"/>	Number of Days to Work	1
<input checked="" type="checkbox"/>	Day Off Patterns	2
<input checked="" type="checkbox"/>	Tour Group Member and Number of Days to Work Member	3
<input checked="" type="checkbox"/>	Days of the Week to Work per Tour Group Member	4
<input checked="" type="checkbox"/>	Start Time	5
<input checked="" type="checkbox"/>	Start Time Consistency	6

173

172

170

FIG. 2

Redrawn

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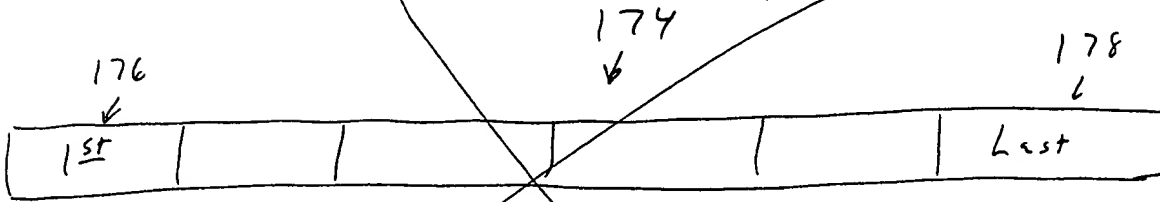
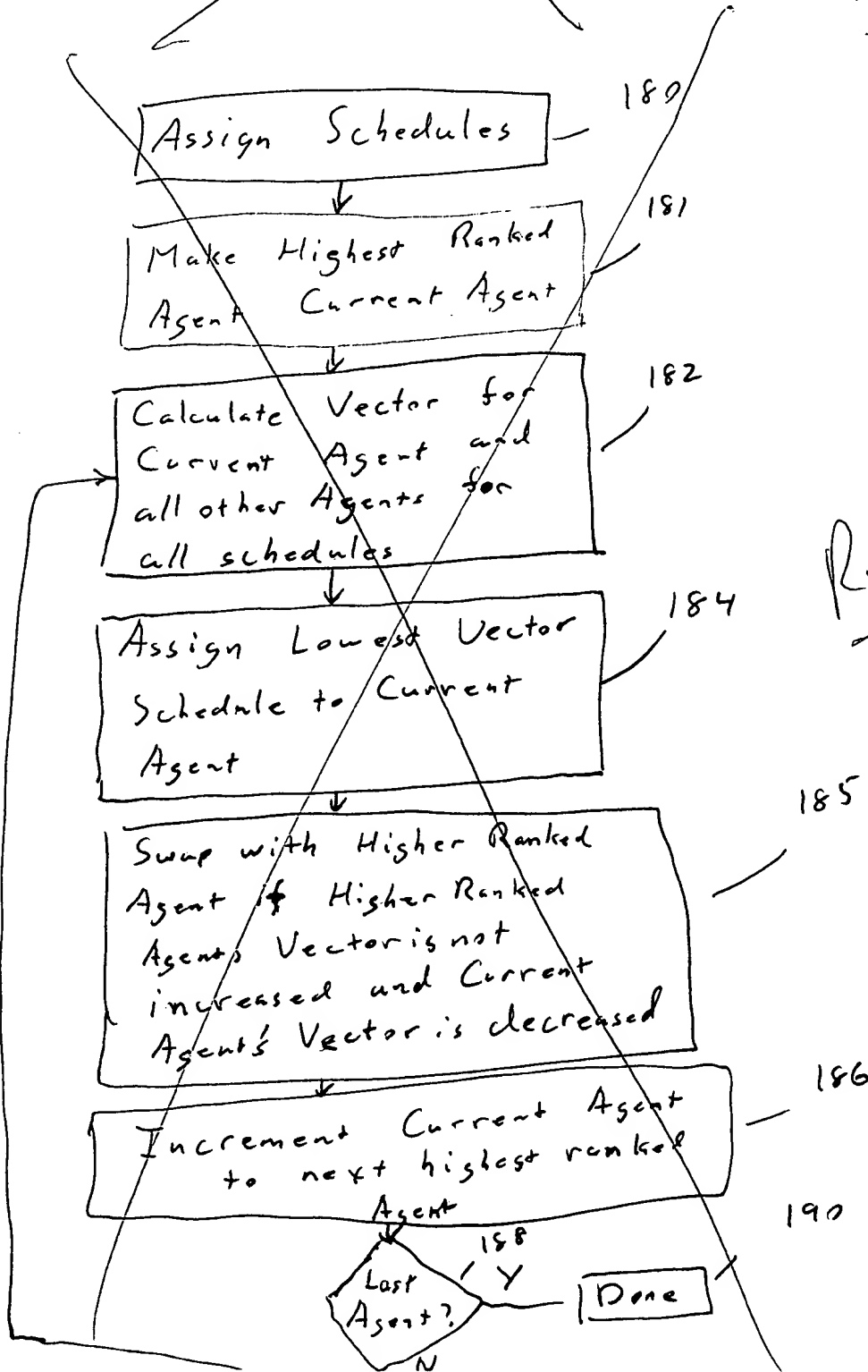


Fig. 3

Redrawn



Redrawn

FIG. 4